

The first quarter of 2016/17 has been challenging because of significant increases in intake. DP complaints/concerns cases are up just under 25% when compared to the same quarter last year and FOI cases are also up nearly 20% on those received last year. Self-reported incidents are also rising. Despite some good overall productivity returns, overall caseloads have increased. In general this has not directly impacted on the service that we have been able to provide at the moment, but there is a risk that it will do so as the age of cases unresolved increases. Business areas continue to recruit in an attempt to increase capacity and overtime is currently being offered to mitigate impact on services we offer.

In contrast, following the introduction of our new 'live chat' service and a new nuisance call reporting tool, we saw some very encouraging signs of positive 'channel shift' and increased self service in our highest volume customer services this quarter.

This saw a reduction in our customer contact enquiry caseload during the quarter at the same time as the service dealt with approximately 10% more customers. This is a very promising indication of how our push to embed digital services in our highest volume operations is already contributing to improved public service and productivity.

Simon Entwisle

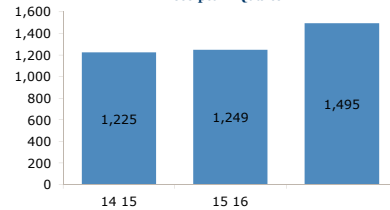
# FOI complaint casework

## July 2016 - Quarter 1

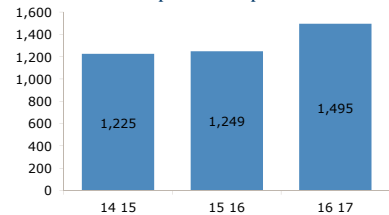
### Received

	2015/16	2016/17
Quarter 1	1,249	1,495
Quarter 2	1,352	
Quarter 3	1,110	
Quarter 4	1,470	
<b>Total</b>	<b>5,181</b>	<b>1,495</b>

### Receipts in Quarter 1



### Comparative Receipts YTD

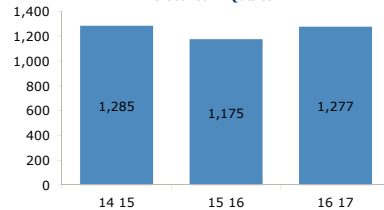


19.7%

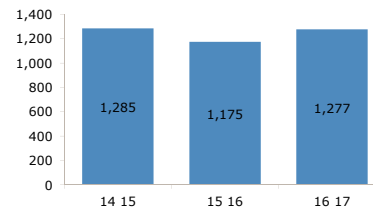
### Closed

	2015/16	2016/17
Quarter 1	1,175	1,277
Quarter 2	1,270	
Quarter 3	1,155	
Quarter 4	1,468	
<b>Total</b>	<b>5,068</b>	<b>1,277</b>

### Closures in Quarter 1

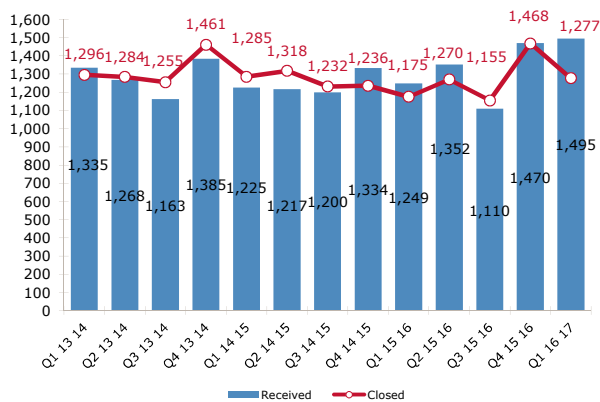


### Comparative Closures YTD



8.7%

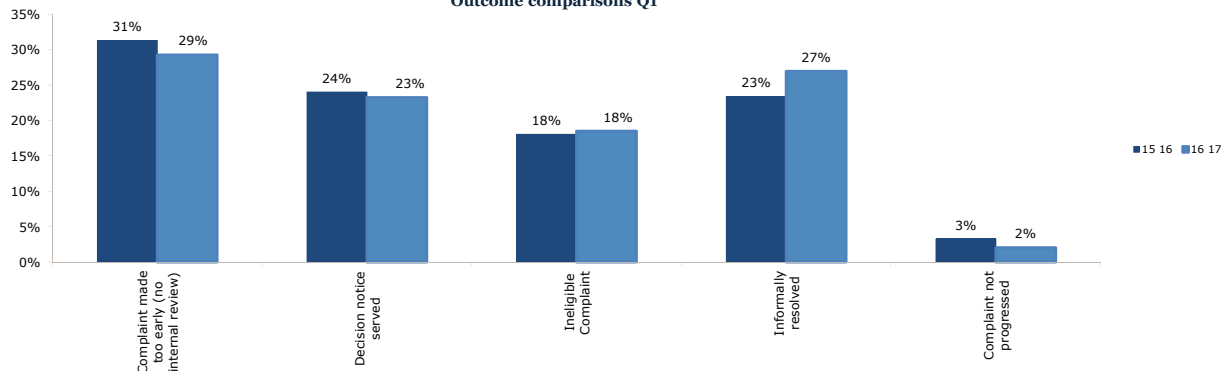
### Receipt & Closures by Quarter



### FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q1	%
0 - 30 days	641	50%
31 - 90 days	287	22%
91 - 180 days	234	18%
181 - 270 days	86	7%
271 - 365 days	27	2%
365 days+	2	0.2%
<b>Total</b>	<b>1,277</b>	<b>100%</b>

### Outcome comparisons Q1



### Decision Notices Served

	2015/16	2016/17
Quarter 1	282	298
Quarter 2	333	
Quarter 3	318	
Quarter 4	443	
<b>Total</b>	<b>1,376</b>	<b>298</b>

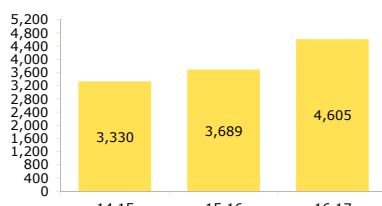
### Decision Notices Served by outcome

	2015/16				2016/17			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	173	26	83	282	161	54	83	298
Quarter 2	206	45	82	333				
Quarter 3	214	45	59	318				
Quarter 4	260	77	106	443				
<b>Total</b>	<b>853</b>	<b>193</b>	<b>330</b>	<b>1,376</b>	<b>161</b>	<b>54</b>	<b>83</b>	<b>298</b>

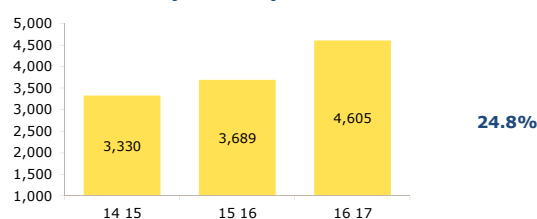
#### Received

	2015/16	2016/17
Quarter 1	3,689	4,605
Quarter 2	3,999	
Quarter 3	3,789	
Quarter 4	4,911	
Total	16,388	4,605

#### Receipts In Quarter 1



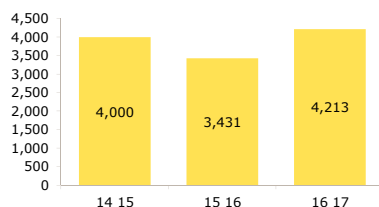
#### Comparative Receipts YTD



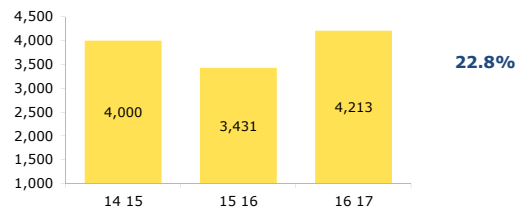
#### Closed

	2015/16	2016/17
Quarter 1	3,431	4,213
Quarter 2	3,846	
Quarter 3	3,797	
Quarter 4	4,644	
Total	15,718	4,213

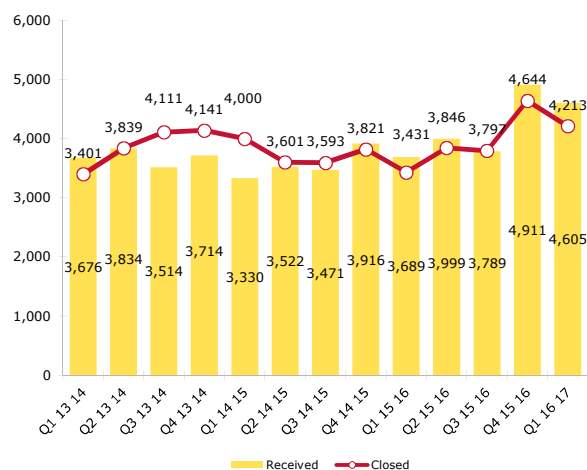
#### Closures in Quarter 1



#### Comparative Closures YTD



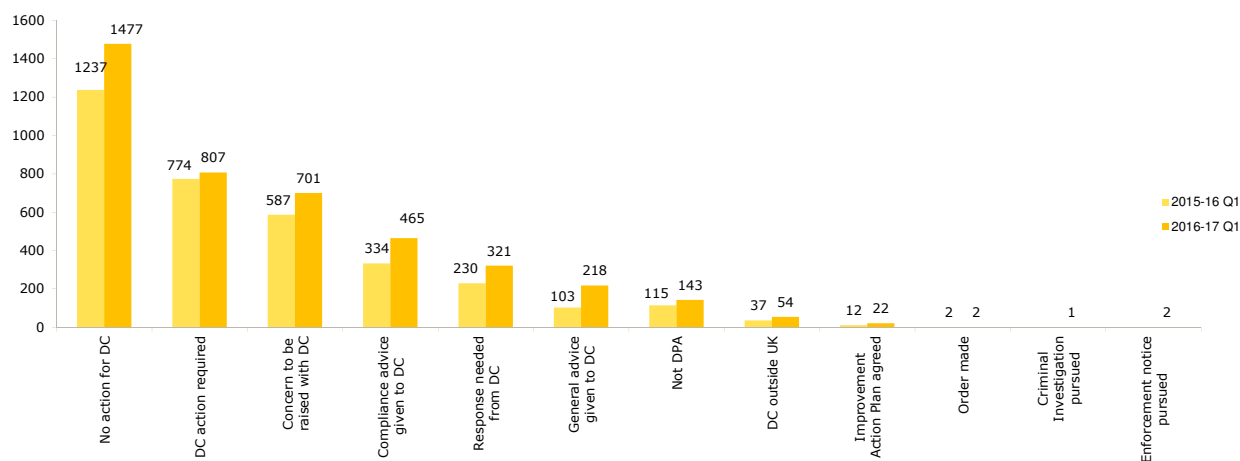
#### Receipts and Closures by Quarter



#### DP concerns - Age profiles of finished casework

Age profile	Q1	%
0 - 30 days	1,883	44.7%
31 - 90 days	2,017	47.9%
91 - 180 days	261	6.2%
181 - 270 days	37	0.9%
271 - 365 days	9	0.2%
365 days +	6	0.1%
Total	4,213	100%

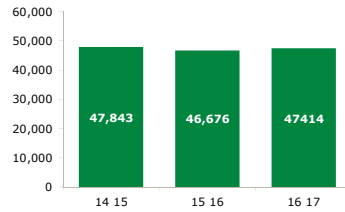
#### Outcomes comparisons concerns finished in Q1



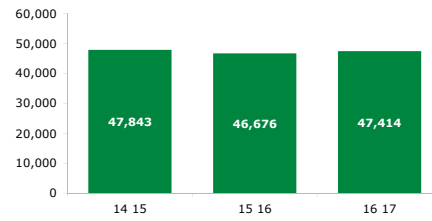
Concerns reported

	2015/16	2016/17
Quarter 1	46,676	47,414
Quarter 2	45,470	
Quarter 3	38,203	
Quarter 4	30,841	
Total	161,190	47,414

Concerns reported in Quarter 1



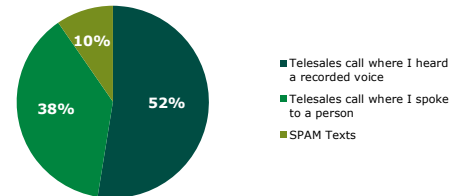
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2015/16			2016/17		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	17,057	22,992	6,208	24,678	17,774	4,508
Quarter 2	20,885	19,958	4,234			
Quarter 3	20,129	13,862	3,874			
Quarter 4	13,354	13,440	3,553			
Total	71,425	70,252	17,869	24,678	17,774	4,508

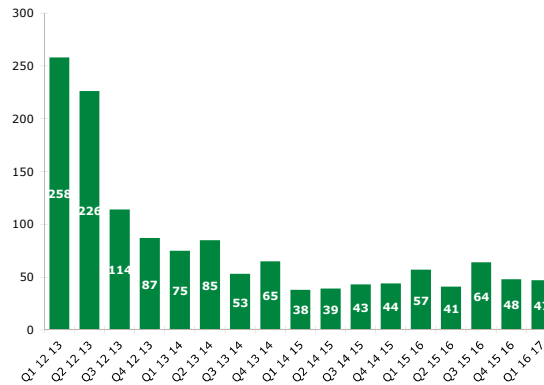
Nature of telesales and SPAM texts reported 2016-17 YTD



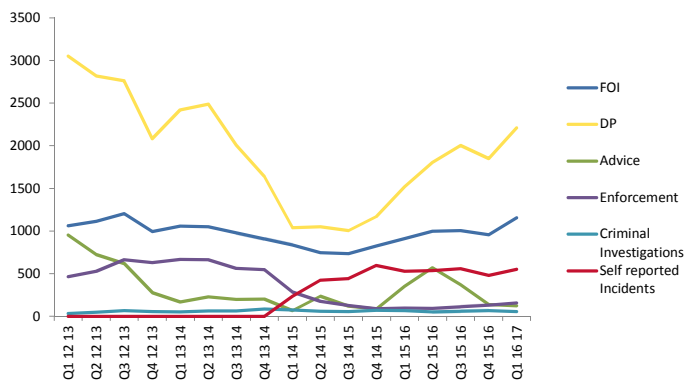
Cookie concerns reported

	2015/16	2016/17
Quarter 1	57	47
Quarter 2	41	
Quarter 3	64	
Quarter 4	48	
Total	210	47

Cookie concerns reported



### Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.

\*Some self reported incidents were recorded as Enforcement cases prior to April 2014.

### FOI and EIR Complaints - age profiles

Age profile	Caseload Q1	%
0 - 30 days	406	35%
31 - 90 days	353	31%
91 - 180 days	291	25%
181 - 270 days	78	7%
271 - 365 days	24	2%
Over 1 Year	3	0.3%
<b>Total</b>	<b>1,155</b>	<b>100%</b>

### DP Concerns - age profiles

Age profile	Caseload Q1	%
0 - 30 days	1,275	58%
31 - 90 days	740	33%
91 - 180 days	161	7%
181 - 270 days	19	1%
271 - 365 days	4	0.2%
Over 1 Year	10	0.5%
<b>Total</b>	<b>2,209</b>	<b>100%</b>

### Written advice - age profile

Age profile	Caseload Q1	%
0 - 30 days	107	88%
31 - 90 days	13	11%
91 - 180 days	1	1%
<b>Total</b>	<b>121</b>	<b>100%</b>

### Self reported Incidents - age profile

Age profile	Caseload Q1	%
0 - 30 days	174	32%
31 - 90 days	181	33%
91 - 180 days	96	17%
181 - 270 days	43	8%
271 - 365 days	33	6%
Over 1 Year	25	5%
<b>Total</b>	<b>552</b>	<b>100%</b>

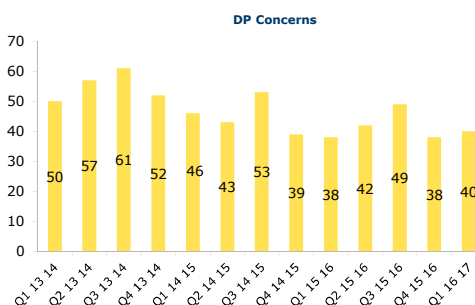
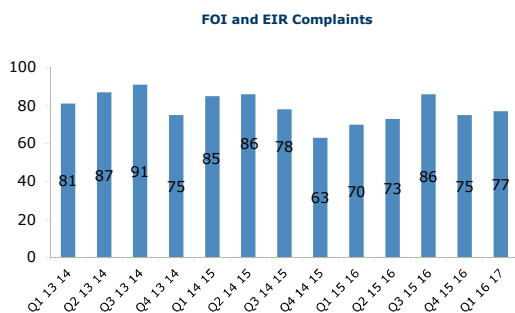
### Enforcement - age profile

Age profile	Caseload Q1	%
0 - 30 days	24	15%
31 - 90 days	38	25%
91 - 180 days	43	28%
181 - 270 days	30	19%
271 - 365 days	10	6%
1yr - 2yr	5	3%
Over 2 yr	5	3%
<b>Total</b>	<b>155</b>	<b>100%</b>

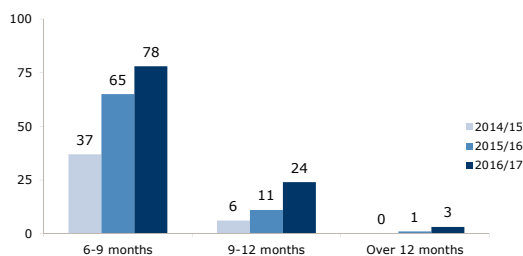
### Criminal Investigations - age profile

Age profile	Caseload Q1	%
0 - 30 days	12	22%
31 - 90 days	14	26%
91 - 180 days	11	20%
181 - 270 days	9	17%
271 - 365 days	2	4%
1yr - 2yr	0	0%
Over 2 yr	6	11%
<b>Total</b>	<b>54</b>	<b>100%</b>

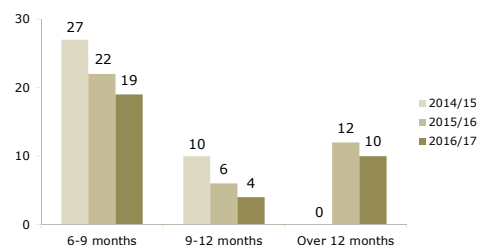
### Average age of caseload in days at end of each quarter



### FOI and EIR Complaints over 6 months old



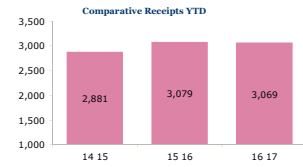
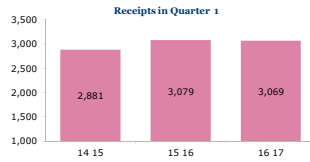
### DP Concerns over 6 months old



#### Written advice casework received

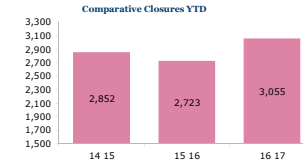
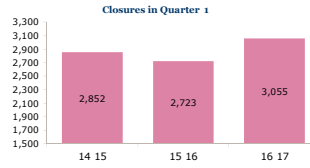
	2015/16	2016/17
Quarter 1	3,079	3,069
Quarter 2	3,491	
Quarter 3	3,272	
Quarter 4	2,686	
Total	12,528	3,069

#### Written advice



#### Written advice casework closed

	2015/16	2016/17
Quarter 1	2,723	3,055
Quarter 2	3,027	
Quarter 3	3,381	
Quarter 4	3,344	
Total	12,475	3,055



#### Helpline advice

##### Helpline calls received

	2015/16	2016/17
Quarter 1	48,810*	50,613
Quarter 2	54,440	
Quarter 3	49,765	
Quarter 4	51,685	
Total	204,700	50,613

##### Helpline calls answered

	2015/16	2016/17
Quarter 1	46,507*	47,270
Quarter 2	51,346	
Quarter 3	47,644	
Quarter 4	49,231	
Total	194,728	47,270

\*These figures are approximately 4000 lower than would be expected due to the major IT hardware failure which interrupted the Helpline service for one week in May 2015.

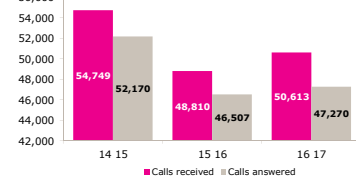
##### % calls answered

	2015/16	2016/17
Quarter 1	95%	93%
Quarter 2	94%	
Quarter 3	96%	
Quarter 4	95%	
Total	95%	

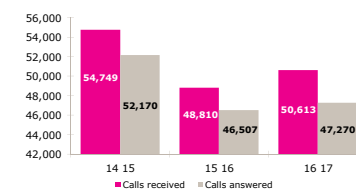
##### Average wait time

	2015/16	2016/17
Quarter 1	47	67
Quarter 2	62	
Quarter 3	53	
Quarter 4	55	
Average Wait YTD	54	67

##### Total Helpline calls in Quarter 1



##### Comparative total calls YTD



##### Helpline calls YTD

	2015/16	2016/17
Received	204,700	50,613
Answered	194,728	47,270
% Ans'd	95%	93%

#### Live Chat

##### Chats requested

	2016/17
Quarter 1	986
Quarter 2	
Quarter 3	
Quarter 4	
Total	986

##### Chats answered

	2016/17
Quarter 1	970
Quarter 2	
Quarter 3	
Quarter 4	
Total	970

##### % chats answered

	2016/17
Quarter 1	98%
Quarter 2	
Quarter 3	
Quarter 4	
Total	

##### Average length of chat

	2016/17
Quarter 1	11m 29s
Quarter 2	
Quarter 3	
Quarter 4	

##### Average wait time

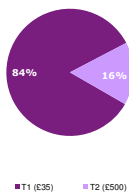
	2016/17
Quarter 1	4s
Quarter 2	
Quarter 3	
Quarter 4	

#### Registration fee income

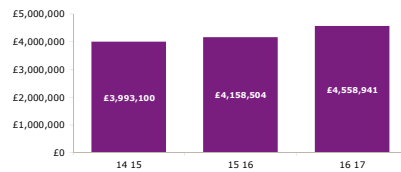
##### Fee income received

	2015/16	2016/17
Quarter 1	£4,158,504	£4,558,941
Quarter 2	£4,631,593	
Quarter 3	£4,307,847	
Quarter 4	£5,217,381	
Total	£18,315,325	£4,558,941

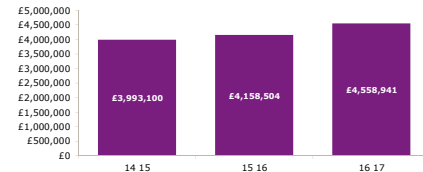
##### Fee income received in Q1 by fee tier



##### Registration Fee Income for Quarter 1



##### Comparative fee income YTD

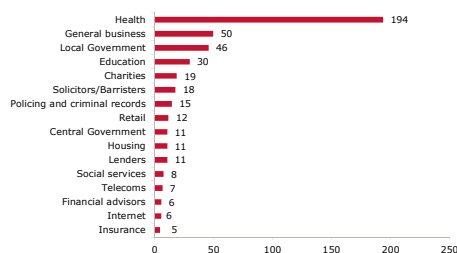


## Self reported Incidents - Data Protection

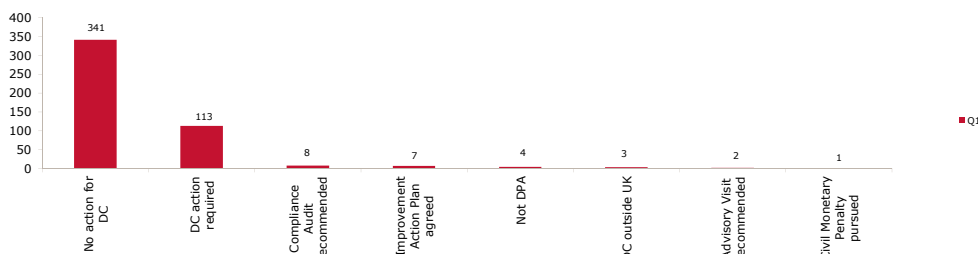
	Received	
	2015/16	2016/17
Quarter 1	445	575
Quarter 2	519	
Quarter 3	521	
Quarter 4	465	
<b>Total</b>	<b>1,950</b>	<b>575</b>

	Closed	
	2015/16	2016/17
Quarter 1	503	480
Quarter 2	490	
Quarter 3	515	
Quarter 4	543	
<b>Total</b>	<b>2,051</b>	<b>480</b>

### Sectors generating most self reported incidents YTD



### Outcomes YTD



## Enforcement and Criminal Investigations

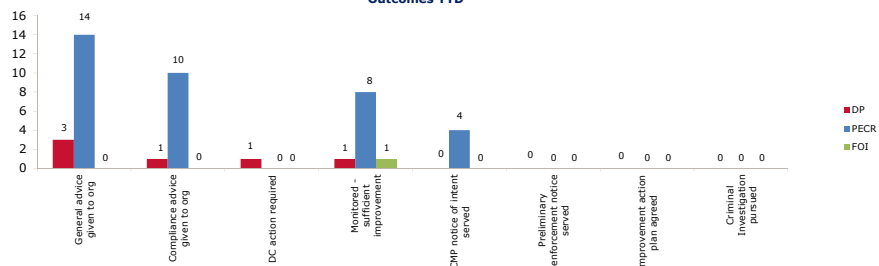
### Enforcement

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2015/16	Quarter 1	5	37	0	23	9	1
	Quarter 2	8	31	0	13	28	3
	Quarter 3	5	64	0	17	34	0
	Quarter 4	13	70	0	6	56	0
<b>Total</b>		<b>31</b>	<b>202</b>	<b>0</b>	<b>59</b>	<b>127</b>	<b>4</b>
2016/17	Quarter 1	13	64	2	13	41	2
	Quarter 2						
	Quarter 3						
	Quarter 4						
<b>Total</b>		<b>13</b>	<b>64</b>	<b>2</b>	<b>13</b>	<b>41</b>	<b>2</b>

### Sectors generating most Enforcement cases YTD



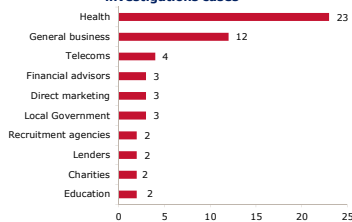
### Outcomes YTD



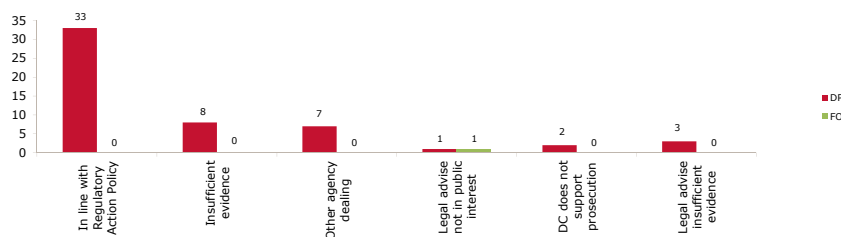
### Criminal Investigations

		Received		Finished	
		Data Protection	FOI and EIR	Data Protection	FOI and EIR
2015/16	Quarter 1	55	0	57	1
	Quarter 2	58	0	73	0
	Quarter 3	55	0	46	1
	Quarter 4	69	1	61	0
<b>Total</b>		<b>237</b>	<b>1</b>	<b>237</b>	<b>2</b>
2016/17	Quarter 1	49	0	61	1
	Quarter 2				
	Quarter 3				
	Quarter 4				
<b>Total</b>		<b>49</b>	<b>0</b>	<b>61</b>	<b>1</b>

### Sectors generating most criminal investigations cases



### Outcomes YTD



## Notices, Cautions and Prosecutions

2016-17	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	2									2
Enforcement notice served	1	1	1							3
Prosecuted	6									6
Caution served	1									1
CMP served	4	5								9
5a PECR Penalties		5								5

The number of notices or undertakings actually served may differ to the number of cases closed as some cases can have more than one notice type served on them or a number of cases with one Data Controller will result in a single notice or undertaking being served.

